

**SCARGALL, RALPH (MM)**

From: SCARGALL, RALPH (MM)  
To: TMEIER  
Cc: SPARKS, NATHAN (MM); SCHINDLER, WILLIAM (MM)  
Subject: RE: Forward from John Powell  
Date: Tuesday, February 11, 1997 4:35PM

Post-It Fax Note 7671		Date 2-11	# of pages 3
To JOHN POWELL		From R. SCARGALL	
Co/Dept ATT		Co. SWBT	
Phone #		Phone # 314 235-3730	
Fax # 972 728-2620		Fax #	

Attachment 23

JOHN POWELL:  
JIM MCFELFA:

SEE RESPONSES BELOW.

CALL WITH ANY ADDITIONAL QUESTIONS/CONCERNS.

RALPH SCARGALL  
314 235-3735

From: TMEIER  
To: RS3043; STLMAIL4-RS3043  
Subject: Forward from John Powell  
Date: Tuesday, February 04, 1997 12:24PM

To: RS3043 -STLMAIL4

From: tmeier@csgdal1.attmail.com (tmeier)

Ralph,

Listed below is a compilation of issues dealing with training, C-EASE operations/administration and implementation planning. Your assistance in getting answers/resolutions to them is greatly appreciated.

Training Issues: RESPONSES TO BE FORWARDED SEPARATELY, BUT PRIOR TO FEB 12 CONFERENCE CALL.

1. Updated training materials that include M&P's, a reference guide, a FID Guide, an acronym glossary, and improved detailed descriptions of entries and options that deal specifically with C-EASE are needed by 2/6/97.

2. Can these materials be provided on a Disk instead of paper?

3. Can additional training on Directory Listing Inputs via C-EASE be added to the C-EASE training course? When will Directory Listing training of any kind be offered?

C-EASE Design Issues:

1. Trainers indicated that Personality Logos won't be available but AT&T has negotiated permission. Will this be a problem for C-EASE?  
PERSONALITY LOGOS ARE DIFFICULT. THIS WILL BE A TRAINING ISSUE FOR YOU. PERSONALITY LOGO USOCs ARE AVAILABLE VIA EASE.

2. Are Interlata Cxr choices that show up on screen different for different addresses, exchanges, or towns.  
IXCs ARE BUILT USING THE CENTRAL OFFICE SERVING CUSTOMERS ADDRESS. IXC BUYS INTO EACH SWITCH.

3. Can the Rate Band Number be delivered to the EASE Screen?  
YES. CAN PURSUE TO DISPLAY RATE GROUP. WHICH SCREEN(S) DO YOU WANT DISPLAYED, E.G., NS SCREEN?

4. Can we eliminate unnecessary Billing Options from the EASE Screen?  
EASE IS DESIGNED TO HANDLE ANY BILLING SITUATION. NO PLANS TO MAINTAIN SEPARATE TABLES FOR LSPs. IGNORE ONES THEY WON'T USE.

5. Can the Bill Screen be reclassified to a mandatory screen instead of optional?

THIS CAN BE DONE. WILL TAKE A RELEASE. ONLY NECESSARY IN CONVERSION FLOW IN MOST CASES. WITH MIGRATIONS BEING ACCOMPLISHED VIA C ORDER BEGINNING IN JUNE, WON'T BE NECESSARY.

6. Will a switch to AT&T order automatically cancel existing Calling Card?

TODAY, YES. WITH C ORDER MIGRATION PROCEDURES WILL NEED TO REMOVE ON ORDER.

7. Is installment billing to remain an option for LSP EASE?

YES.

#### Project Implementation Issues:

1. Confirmation and telephone number for Jerry Thomas and, Randy Gurley of SWBT needed?

JERRY THOMAS 314 235-3522

2. Cost determinations.

SEE AL TODD LETTER TO GREG TERRY.

3. Confirmation that "dummy orders" can be sent via EASE, generating BU340 file information, and a wholesale bill entry without endangering an end user's service.

YES. WHILE THE SPECIFIC PROCEDURES HAVE NOT BEEN WORKED OUT, IT IS FELT THAT WE CAN ACCOMPLISH THIS VIA OUR TEST SYSTEMS.

4. procedures for notifying AT&T when new service offerings are made.

SWBT METHODS ORGANIZATION TO COORDINATE WITH ACCOUNT MANAGER. SPECIFIC PROCEDURES YET TO BE DEVELOPED.

5. Logon, passwords for AT&T users of EASE.

NEW PROCEDURES CURRENTLY BEING IMPLEMENTED. MANAGED BY LSP-EASE HELP DESK STAFF.

6. Access to SWBT EASE training database during M&P development and centers training.

90 DAY PERIOD IS AVAILABLE. FEB ? THRU MAY 20 OPERATIONAL READINESS TEST DATE.

7. Operator Services call routing and branding in the TSR environment.

WILL REQUIRE EASE MODIFICATION. DEPENDING ON SERVICE ORDER REQUIREMENTS ESTABLISHED BY RESALE PRODUCT TEAM.

8. LSPSC manual processes and interface arrangements.

AT&T SHOULD COORDINATE WITH BEVERLY GROGAN AT THE LSPSC

9. Team formed to coordinate CNA for maintenance.

BOR RANNECKER IS WORKING THIS ISSUE.

10. Impacts of timing and volume discussions on SWBT systems.

VOLUME IMPACT MITIGATED BY AT&T EMPHASIS ON EVENING OUTBOUND USE OF EASE.

11. AT&T request for access to SORD or other mechanized means to supplement an order.

THIS ISSUE IS CURRENTLY BEING WORKED BY SWBT. PRELIMINARY RESPONSE TARGETED FOR FEBRUARY 19.

12. AT&T requirement for facility diversity.

SUE EIFFERT HAS DEVELOPED A PLAN FOR AT&T CONSIDERATION. SHE IS DOCUMENTING

SEPARATELY. WILL FAX PRIOR TO FEBRUARY 12 CONFERENCE CALL.

Please call me if you have questions or require clarifications.

John